

Global OpenNet (GO)

GO User Guide for Mac

July 26, 2012

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1. Global OpenNet Basics

1.1. Required Information to Access Global OpenNet (GO)

Mac users can access GO using one of these three secure methods for logging in to the GO system: 1) SafeWord Fob; 2) RSA Hard Token; and 3) RSA Soft Token.

Global OpenNet (GO) users must provide the following information to access the system:

1. OpenNet Username
2. OpenNet Password
3. Access Token passcode (generated for you by one of the Access Tokens you have received – see Figure 1.1 below).

***NOTE:** If you do not have an Access Token, please contact your local IT administrator.*

1.2. Introduction to your Access Token

An **Access Token** contains a unique timed code needed to log onto the GO System. It is generated by either a physical device (Hard Token) or software (Soft Token) installed on a device you already have; i.e. a BlackBerry mobile device. Access Tokens generate a one-time passcode that you will use each time you access the GO System. The Figure 1.1 below describes the different Access Token Types:






| Access Token Type | Description | What it looks like |
|---|--|---|
| SafeWord Gold Token <i>Also known as the FOB or ONE FOB.</i> | Physical device (Hard Token) that generates an alphanumeric passcode used to access the GO System. |  |
| RSA SecurID SID700 Hardware Token <i>Also known as the RSA Hard Token, similar to the FOB, used to access GO.</i> | Physical device (Hard Token) that generates a one-time numeric passcode used in combination with a user-defined, 6-digit Personal Identification Number (PIN) to access the GO System. |  |
| RSA SecurID Software Token <i>Also known as the RSA Soft Token because it is a software token which can be loaded onto another physical device; e.g. a BlackBerry Mobile device.</i> | Software installed on your BlackBerry mobile device. Similar to the Hard Token, it generates a one-time numeric passcode that is used in combination with a user-chosen, 6-digit PIN to access GO. <i>NOTE: Other mobile devices may be approved in the future to host the Soft Token.</i> |  |


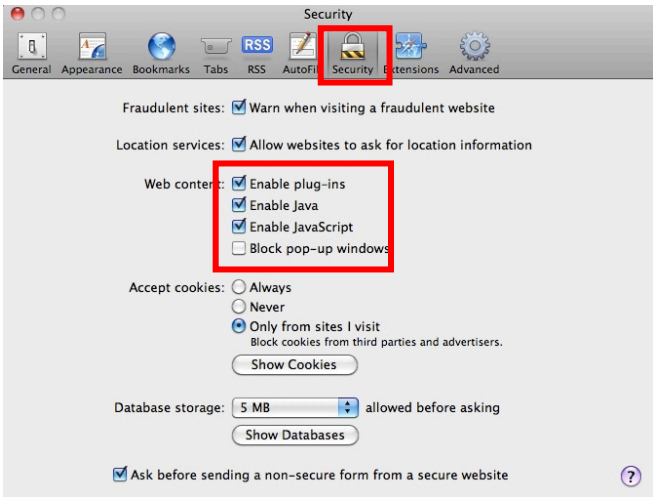
Figure 1-1: Global OpenNet Access Token Types

2. GO Access and Setup

2.1. GO System Access and Setup

Before logging into the GO system, it is necessary to follow this preliminary system setup procedure and compatibility check. Please go through these initial steps before performing any of the procedures that follow later in this document.




| Steps | Screen |
|---|--|
| <p>1. Access the GO System by opening your browser and entering http://go.state.gov. On the GO Home Page, in the menu on the left side of the page, select “Required System Setup”. That will bring up the information shown on the right side of the screen shown here.</p> |  |
| <p>2. Install the Citrix plug-in via the highlighted link by clicking on the link and following the on-screen instructions.</p> <p><i>NOTE: Java does not need to be installed since Apple updates Java through their Software Update via OS X.</i></p> <p><i>NOTE: Wait to install “Printing Software” until after you have successfully logged in.</i></p> |  |



| Steps | Screen |
|---|---|
| <p>3. To make sure that pop-up windows are allowed, open the “Safari” menu from the browser, and then uncheck the “Block Pop-Up Windows” option.</p> |  |
| <p>4. Next, under the same “Safari” drop down menu as shown above, select “Preferences”, then when the “Preferences” screen displays, click the “Security” icon (red box at top).</p> <p>5. In the Safari browser, enabling TLS v1.0 requires that the Enable plug ins, Enable Java, and Enable JavaScript boxes are checked (see red rectangle).</p> <p>6. Prerequisites have now been met and you are ready to access GO!</p> <p><i>NOTE: Inter/Intranet Zones are not required in Safari to access *state.gov and *state.sbu websites.</i></p> |  |

2.2. Log in With Your SafeWord Hard Token (FOB)



Perform the steps below to log into the GO System using a SafeWord Hard Token (FOB).





| Steps | Screen |
|---|--|
| <p>1. Select the SafeWord icon corresponding to your Mac Operating System (OS).</p> |  |
| <p>2. Enter your OpenNet Username and Password.</p> |  |
| <p>3. Push the ON button on your SafeWord Access Token (FOB) and enter your PIN using the keypad. A passcode displays for 60 seconds.</p> <p><i>NOTE: You should have received a PIN when you received your SafeWord Token. If you did not, or have forgotten your PIN, please contact the IT Service Center.</i></p> |  |


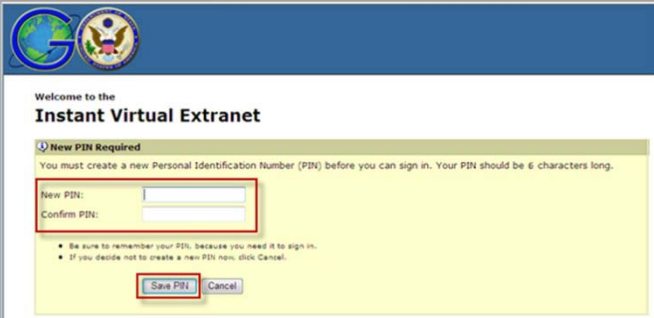

| Steps | Screen |
|--|--|
| <p>4. Enter this 6-digit alphanumeric token passcode into the SafeWord token field and select Login.</p> |  <p>The screenshot shows the Global OpenNet login interface. At the top, it features the U.S. Department of State logo and the text 'U.S. DEPARTMENT OF STATE' and 'Global OpenNet'. Below this are input fields for 'User Name:', 'OpenNet Password:', 'PIN + Token Passcode (RSA):', and 'Token Passcode Only (FOB):'. The 'PIN + Token Passcode (RSA):' and 'Token Passcode Only (FOB):' fields are highlighted with a red rectangle. A 'Login' button is located below these fields. A note at the bottom states: '* First time RSA user: click here to setup your PIN.'</p> <p>Below the login fields, the user's credentials are displayed: 'User Name: Jane Doe', 'OpenNet Password: *****', 'PIN + Token Passcode (RSA): *****', and 'Token Passcode Only (FOB): *****'.</p> |
| <p>5. Double-click the GO Desktop icon to access GO.</p> |  <p>The screenshot shows the GO Desktop application window. The window has a menu bar with 'Applications', 'Messages', and 'Preferences'. Below the menu bar, there is a 'Main' section with a 'Search View: On/Off' button. A 'Desktops' section is highlighted with a red rectangle, showing a 'User Desktop' icon. At the bottom of the window, there is a status bar with the text 'Print: Unable to find the resource you need? Use Search to locate it for you.' and a search icon.</p> |


2.3. Log in With Your RSA Hard Token



Perform the steps below to initially create your PIN using your RSA Hard Token, and to then login to the GO system using your PIN plus the RSA Hard Token passcode.

| Steps | Screen |
|--|--|
| <p>1. Select the RSA icon corresponding to your Mac Operating System (OS).</p> |  |
| <p>2. Click on the “click here to setup your PIN” link at the bottom of the GO Login screen to set up a PIN.</p> |  |
| <p>3. Enter your OpenNet Username and Password.</p> |  |
| <p>4. Look at your RSA Hard Token. It automatically generates a one-time passcode. This token passcode is automatically regenerated every 60 seconds.</p> |  |

| Steps | Screen |
|---|--|
| <p>5. Enter this token passcode only into the “PIN + Token Passcode (RSA)” field and select Login.</p> <p>NOTE: Entering your token passcode without a PIN is valid initially to create your PIN. Once your PIN is created and for all subsequent logons, you will need to enter the PIN + token passcode as documented in Step 7 below.</p> |  <p>The screenshot shows the Global OpenNet login interface. At the top, it says 'U.S. DEPARTMENT OF STATE Global OpenNet'. Below this are input fields for 'User Name:', 'OpenNet Password:', and a combined field for 'PIN + Token Passcode (RSA):' and 'Token Passcode Only (FOB):'. The combined field is highlighted with a red rectangle. A 'Login' button is also highlighted with a red rectangle. At the bottom, a note states: '* First time RSA user: click here to setup your PIN.'</p> |
| <p>6. You will be prompted to create a new 6-digit PIN. Enter it twice and select Save PIN.</p> <p>NOTE: This step is required one time only. Once you have created your PIN you will not see this screen again.</p> |  <p>The screenshot shows the 'Welcome to the Instant Virtual Extranet' screen. A yellow box titled 'New PIN Required' contains the instruction: 'You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 6 characters long.' Below this are input fields for 'New PIN:' and 'Confirm PIN:', which are highlighted with a red rectangle. At the bottom of the yellow box are 'Save PIN' and 'Cancel' buttons. Below the yellow box, there are two bullet points: 'Be sure to remember your PIN, because you need it to sign in.' and 'If you decide not to create a new PIN now, click Cancel.'</p> |
| <p>7. Enter your OpenNet Username and Password and in the PIN + Token Passcode field, enter the PIN you just created and the one-time token passcode and select Login.</p> <p>Example: If your PIN is 123456 and the RSA Token Passcode displayed is 123456, then you would enter 123456123456 in the PIN + Token Passcode field.</p> |  <p>The screenshot shows the Global OpenNet login interface. The 'User Name:' field contains 'Jane Doe'. The 'OpenNet Password:' field contains ten asterisks. The combined field for 'PIN + Token Passcode (RSA):' and 'Token Passcode Only (FOB):' contains '123456123456' and is highlighted with a red rectangle. The 'Login' button is also highlighted with a red rectangle. At the bottom, a note states: '* First time RSA user: click here to setup your PIN.'</p> |





| Steps | Screen |
|---|---|
| <p>8. After clicking on “Login” in Step 7 above, you will be brought to the GO Applications screen. Double click the GO “User Desktop” icon to access GO.</p> |  <p>The screenshot shows the GO Applications interface. At the top, there is a navigation bar with 'Applications', 'Messages', and 'Preferences'. Below this is a search bar with a 'Search' button. The main content area is titled 'Applications' and contains a 'Main' section. In the 'Main' section, there is a 'Desktops' category with a 'User Desktop' icon. This icon is highlighted with a red rectangular box. At the bottom of the screen, there is a search bar with the text 'Here, type in to find the resource you need! Use Search to locate it for you.' and a magnifying glass icon.</p> |


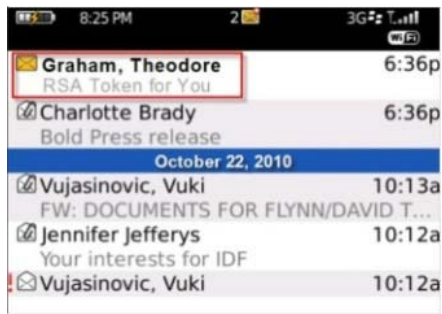

2.4. Log In with an RSA Soft Token (on Your BlackBerry)


2.4.1. Installing an RSA Soft Token on Your BlackBerry

Perform the one-time steps below to install the RSA Soft Token on your BlackBerry device.

NOTE: *Exact screens will be determined by which BlackBerry device you have; e.g. in some cases the **Download** folder referenced below will be the **Applications** folder.*




| Steps | Screen |
|--|---|
| 1. Before logging into the GO System with your Soft Token, you must first download the token onto your device; i.e., BlackBerry device. These steps are performed one time. After you have completed the steps in this section, continue onto Section 3.4.2 below. |  |
| 2. Navigate to the Downloads folder on your BlackBerry and open your Downloads folder. |  |
| 3. Select the RSA SecurID icon. |  |
| 4. Now press the Menu button on the BlackBerry device—you will then be asked to accept the license agreement. Scroll to "Accept" and press the trackball to accept the licensing agreement. |  |


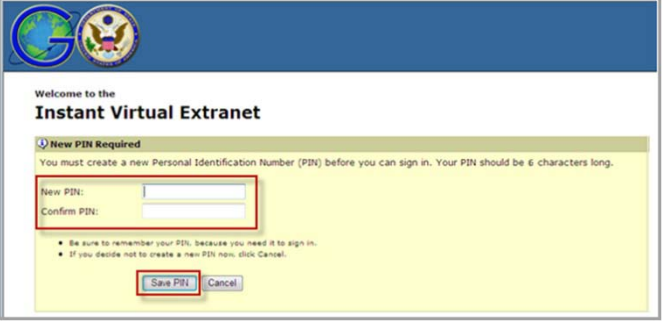
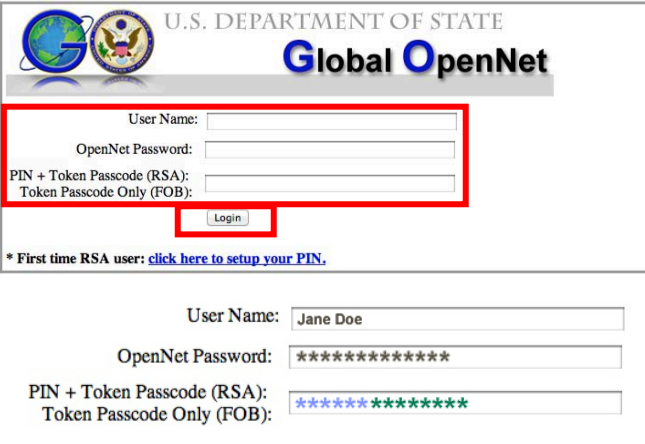
| Steps | Screen |
|---|---|
| <p>5. Close the RSA application and open your email inbox on your BlackBerry device.</p> |  |
| <p>6. Open the email message which contains your software token.</p> <p>7. Scroll down to the bottom of the email message where the token appears. Put your cursor next to the token</p> | <div data-bbox="760 764 818 827">6</div>  |
| <p>8. Press the Menu button on the BlackBerry device and scroll down to select Import Token.</p> <p>9. Enter the security password that was given to you in a separate email.</p> <p>10. Once the security password is entered successfully, you have completed the installation of the RSA Soft Token on your BlackBerry device.</p> <p><i>NOTE: This security password is entered only during the initial installation of the RSA software.</i></p> | <div data-bbox="776 1457 834 1520">8</div>  |

| Steps | Screen |
|---|---|
| <p>11. Whenever you click on the RSA SecurID icon (depending upon your device, located in either the Downloads or Applications folder), the RSA software generates a random number, that you will use (along with your RSA Soft Token Pin) to logon to GO.</p> <p>12. Now please continue on to Section 2.4.2 to create your RSA Soft Token Pin.</p> <p><i>NOTE: The number generated will display for approximately 60 seconds. If you need another number, just click on the RSA SecurID Icon again.</i></p> |  <p>The image shows the RSA SecurID icon at the top, which is a blue square with a red 'RSA' logo and the text 'SecurID' below it. Below the icon are three mobile devices: a black Palm Treo, a silver Palm Treo, and a blue Palm Treo. Each device's screen displays the RSA SecurID application interface, which includes a large digital display showing a random number (e.g., 2989 6028) and a smaller display showing the RSA SecurID logo and text.</p> |

2.4.2. Creating your RSA Soft Token PIN




Once you have performed the one-time procedures in the previous section, you can create the Personal Identification Number (PIN) for your RSA Soft Token.



| Steps | Screen |
|---|--|
| <p>1. Select the RSA icon corresponding to your MAC Operating System (OS).</p> |  |
| <p>2. Enter your OpenNet Username and Password.</p> |  |
| <p>3. Return to your BlackBerry device and, depending upon your device, navigate to either the Downloads or Applications folder. Select the RSA SecurID icon and the application automatically generates a one-time 8-digit passcode. This token passcode changes every 60 seconds.</p> |  |

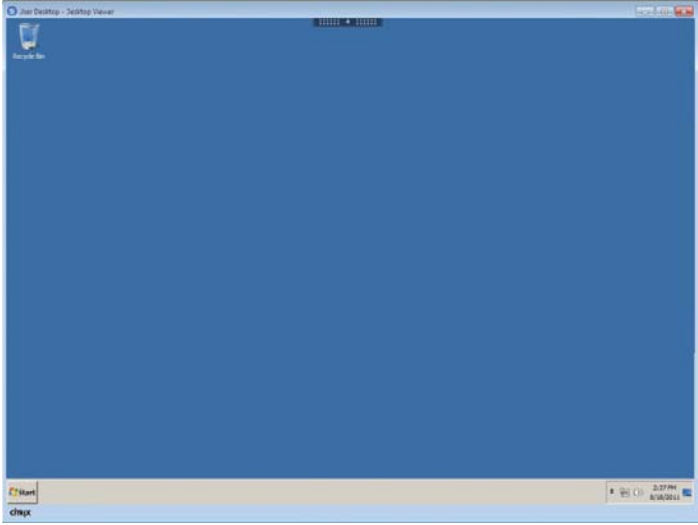
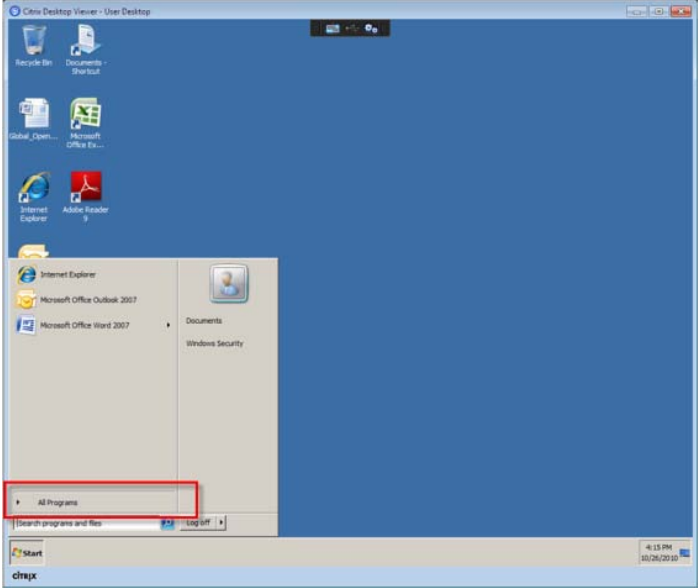
| Steps | Screen |
|--|---|
| <p>4. Enter this token passcode into the PIN + Token passcode field and select Login.</p> <p>NOTE: Entering your passcode without a PIN is valid initially to create your PIN. Once your PIN is created, and for all subsequent logons, you will need to enter the PIN + token passcode as documented in Step 6 below.</p> |  <p>The screenshot shows the 'Global OpenNet' login page for the U.S. Department of State. It features fields for 'User Name', 'OpenNet Password', and a combined 'PIN + Token Passcode (RSA)' / 'Token Passcode Only (FOB)' field. The combined field and the 'Login' button are highlighted with a red rectangle. A note at the bottom states: '* First time RSA user: click here to setup your PIN.'</p> |
| <p>5. You will be prompted to create a new 6 digit PIN. Enter it twice and select Save PIN.</p> <p>NOTE: This step is required one time only. Once you have created your PIN, you will not see this screen again.</p> |  <p>The screenshot shows the 'Instant Virtual Extranet' PIN creation screen. It prompts the user to 'New PIN Required' and states: 'You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 6 characters long.' It includes fields for 'New PIN' and 'Confirm PIN', which are highlighted with a red rectangle. Below the fields are instructions: 'Be sure to remember your PIN, because you need it to sign in.' and 'If you decide not to create a new PIN now, click Cancel.' The 'Save PIN' and 'Cancel' buttons are at the bottom.</p> |
| <p>6. Enter your OpenNet Username and Password and, in the PIN + Token passcode (RSA) field, enter the PIN you just created and the one-time token passcode and select Login.</p> <p>Example: If your PIN is 123456 and the token passcode displayed is 12345678, then you would enter 12345612345678 in the PIN + Token Passcode (RSA) field.</p> |  <p>The screenshot shows the 'Global OpenNet' login page with example data entered. The 'User Name' field contains 'Jane Doe'. The 'OpenNet Password' field is filled with asterisks. The 'PIN + Token Passcode (RSA)' field is highlighted with a red rectangle. Below the login fields, the same fields are shown again with the example data: 'User Name: Jane Doe', 'OpenNet Password: ****', 'PIN + Token Passcode (RSA): ****', and 'Token Passcode Only (FOB): ****'.</p> |

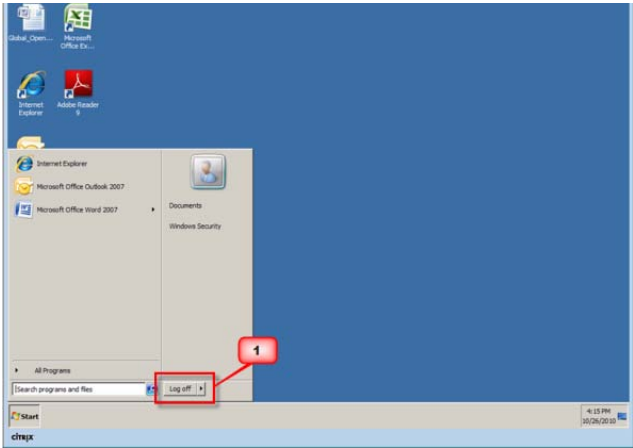

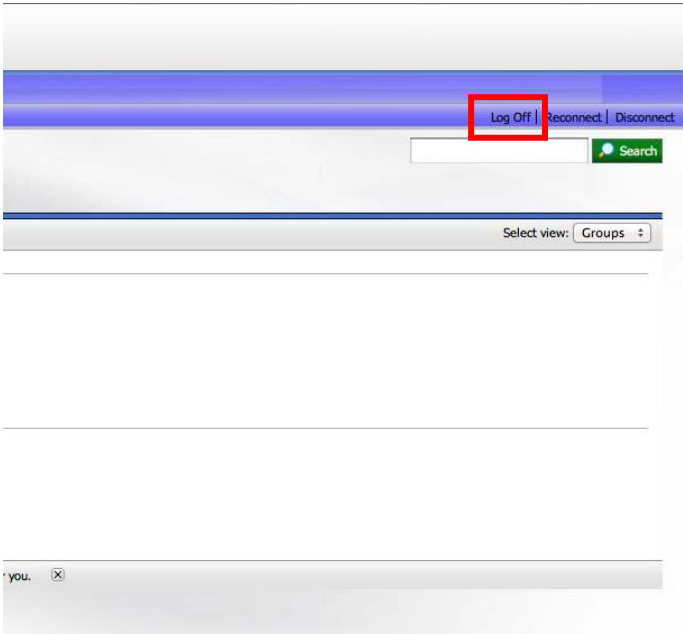
2.5. Completing Access to the Global OpenNet (GO) System

No matter which type of Access Token you have, the initial steps for accessing the GO System are the same for all users. When you reach the GO “Login” screen, depending on which type of token you are using (SafeWord Fob, RSA Hard Token, or RSA Soft Token), you will login with the appropriate PIN and Token passcode. Perform the steps below to access to the GO System.

| Steps | Screen |
|--|--|
| 1. Access the GO System by opening your browser and entering http://go.state.gov . |  |
| 2. Read and accept the system authorization and consent notice by selecting I agree . |  |
| 3. Once you click on the “I agree” button, the “System Login and Information” screen appears, as shown on the right. Select the appropriate icon corresponding to your Token Type (RSA or SafeWord) under the Mac Operating System (OS). |  |

| Steps | Screen |
|--|--|
| <p>4. Enter your OpenNet Username, Password, and the appropriate token passcode; e.g., SafeWord or RSA.</p> <p>a. For SafeWord Token: Enter an alphanumeric 6-digit token passcode only.</p> <p>b. For RSA Hard Token: Enter a numeric, 6-digit PIN + a numeric 6-digit RSA Hard Token passcode.</p> <p>c. For RSA Soft Token: Enter a numeric, 6-digit PIN + a numeric 8-digit RSA Soft Token passcode.</p> <p>See sections 2.2, 2.3, and 2.4 above for token passcode details.</p> |  <p>The login screen for the U.S. Department of State Global OpenNet system. It features the department's logo and the text 'U.S. DEPARTMENT OF STATE Global OpenNet'. Below this are four input fields: 'User Name:', 'OpenNet Password:', 'PIN + Token Passcode (RSA):', and 'Token Passcode Only (FOB):'. A red box highlights these four fields. Below the fields is a 'Login' button, also highlighted with a red box. At the bottom, a note states: '* First time RSA user: click here to setup your PIN.'</p> <p>a</p> <p>User Name: Jane Doe</p> <p>OpenNet Password: *****</p> <p>PIN + Token Passcode (RSA): *****</p> <p>Token Passcode Only (FOB): *****</p> <p>b</p> <p>User Name: Jane Doe</p> <p>OpenNet Password: *****</p> <p>PIN + Token Passcode (RSA): *****</p> <p>Token Passcode Only (FOB): *****</p> <p>c</p> <p>User Name: Jane Doe</p> <p>OpenNet Password: *****</p> <p>PIN + Token Passcode (RSA): *****</p> <p>Token Passcode Only (FOB): *****</p> |
| <p>4. You will now see the GO System Desktop Launch Screen. Select User Desktop to launch a remote desktop session.</p> |  <p>The GO System Desktop Launch Screen. It has a blue header bar with 'Applications', 'Messages', and 'Preferences' tabs. Below the header is a search bar. The main content area is titled 'Applications' and contains a 'Main' section with a 'Desktops' sub-section. A red box highlights the 'Desktops' section, which contains a 'User Desktop' icon. At the bottom, there is a footer with the text 'Print: Unable to find the resource you need? Use Search to locate it for you.' and a small logo.</p> |

| Steps | Screen |
|---|---|
| <p>5. The User Desktop will now launch (the first time may take up to 5 minutes); thereafter the Desktop may take up to 30 seconds to display, depending upon your connection). You may now access applications either from the Start menu or from the User Desktop itself.</p> <p><i>NOTE: Initially you will not have ANY icons except the Recycle bin. Afterwards you may customize your desktop to include whatever icons you wish.</i></p> |  |
| <p>6. Your desktop operates in the same way as your OpenNet desktop. Select the Start menu to display all available applications.</p> |  |

| Steps | Screen |
|---|---|
| <p><i>NOTE:</i> It is very important to “log off” properly after using the GO system. Always complete the two following steps: “Log off” through the “Start” menu, as per Step 7, and “Log Off” through the browser, as per Step 8.</p> <p>7. First, to log out of the User Desktop, you must use the following method:</p> <ol style="list-style-type: none"> 1. Click on the Log off button in the “Start” menu (lower left). |  |
| <p>8. Second, to end your remote session, click on “Log Off” on the upper right hand corner of your browser, as shown in the figure on the right.</p> <div data-bbox="217 1008 646 1287" style="border: 2px solid red; padding: 10px; text-align: center;">  Always click on “<u>Log Off</u>” to terminate a session. </div> |  |

2.6. Mapping a Network Drive

Your H (Home Directory) network drive should already be available. However, if after following steps 1 and 2 below to check mapped drives, the additional drives you need do not appear, proceed with mapping. You will need the **correct network drive path**. When asked to select a drive letter, you can select any **available letter** from **I thru Z**.

IMPORTANT: Before you attempt to “map” to a network drive, you will need the correct drive path, which you can obtain while logged on to your office OpenNet computer. To do so, right click on “My Computer” and then click on “Explore”—the Network Drives will be listed on the right, with the path included:

Example: If the path shown is:

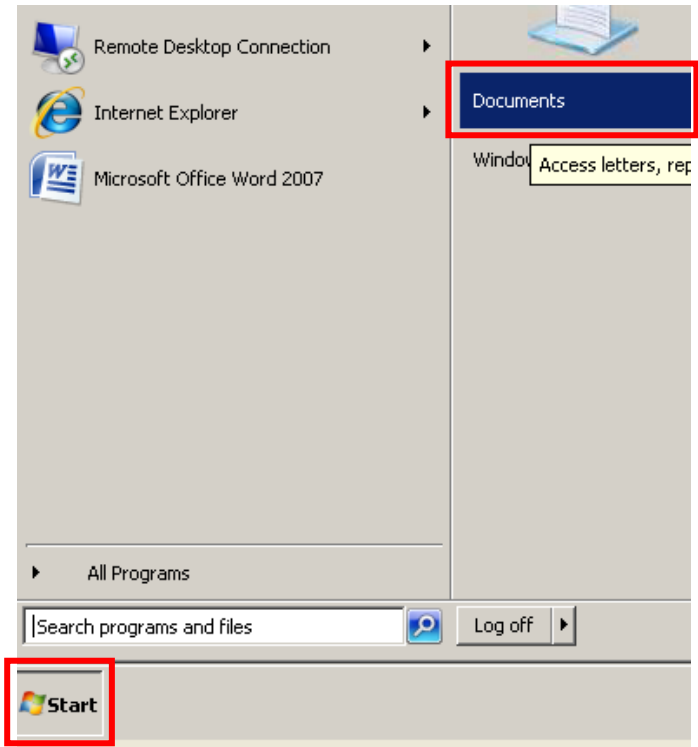
POL on 'dosintus.domain.state.sbu\tappublic\$\Officeshare\$' (P:)

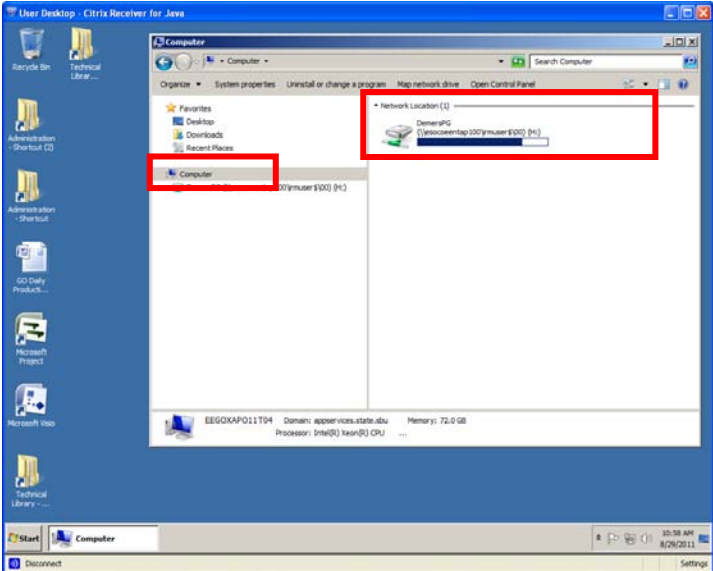
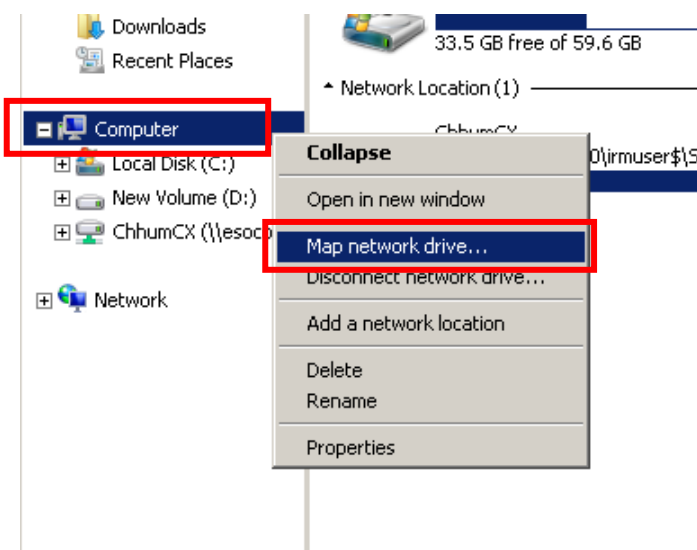
The network drive path you would type to map your network drive in GO is:

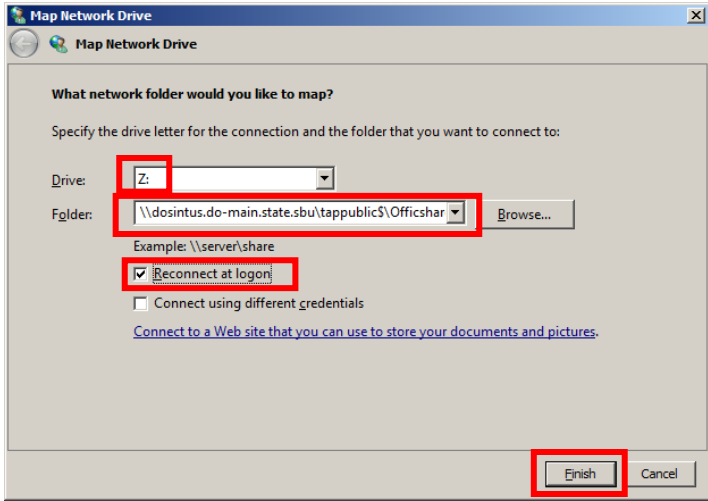
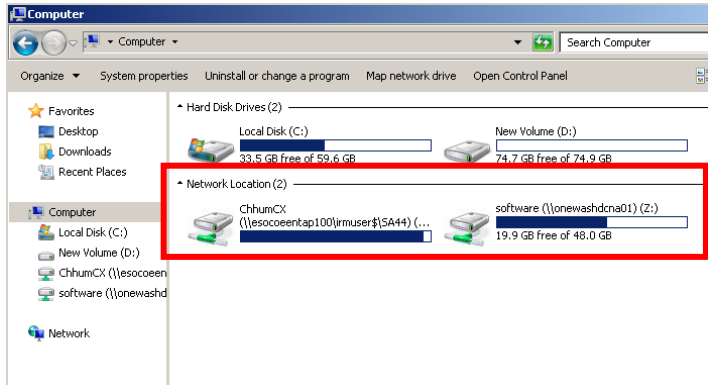
[\\dosintus.domain.state.sbu\tappublic\\$\Officeshare\\$\POL](#)

SUGGESTION: Once you know the network drive path(s) to your additional office share(s) etc., you can **email yourself** your drive path/network share path, and when opening the email up in GO, you will have the drive path available to copy/paste when mapping your network drive while in GO. Otherwise, if you are not sure what drive path to use, please obtain the correct path from your local IRM systems staff or local system administrator, prior to attempting to map to additional network drives.

NOTE: Drive letters A – H are reserved for system mapping and should not be used.

| Steps | Screen |
|---|--|
| 1. From your GO published desktop, click on Start , and then click on Documents . |  |

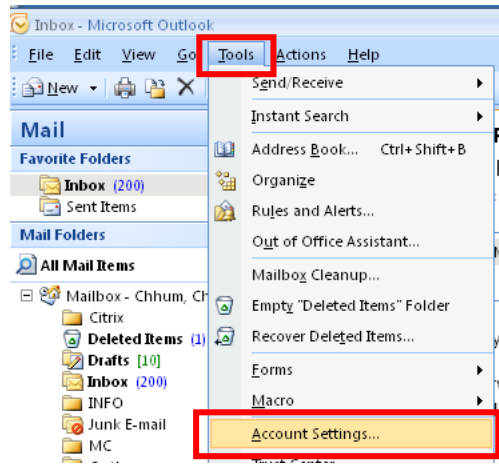
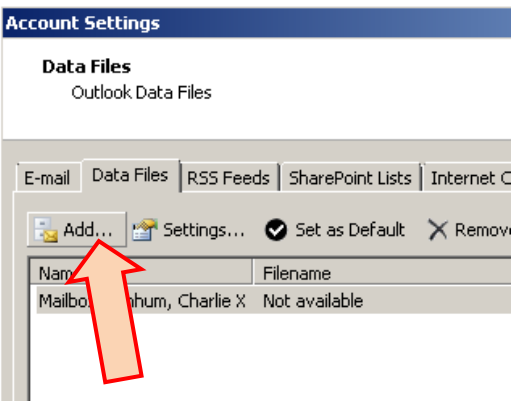
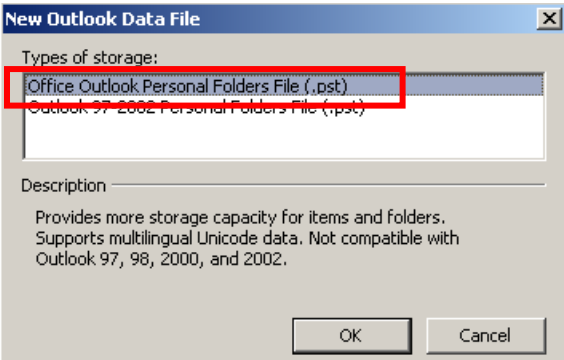
| Steps | Screen |
|---|---|
| <p>2. When the screen shown to the right displays, click on “Computer”, and a list of mapped drives will display on the right side under “Network Location”. Check to be sure the drive you require is not already mapped.</p> |  |
| <p>3. Next, right click on Computer and click on Map network drive.</p> |  |

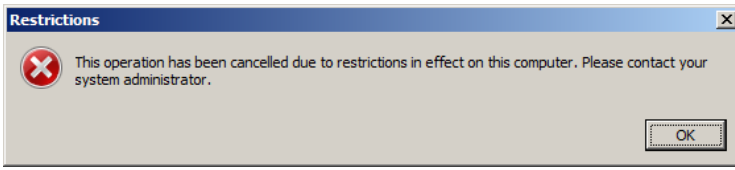
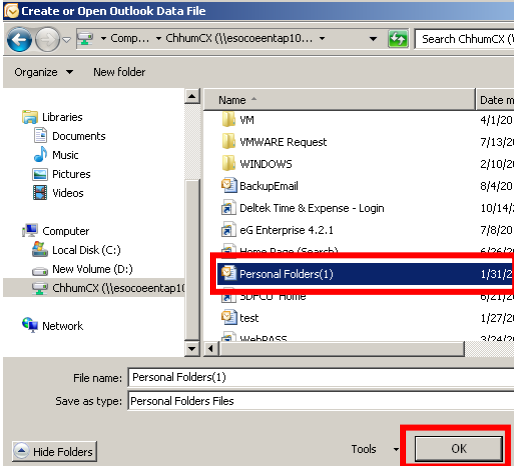
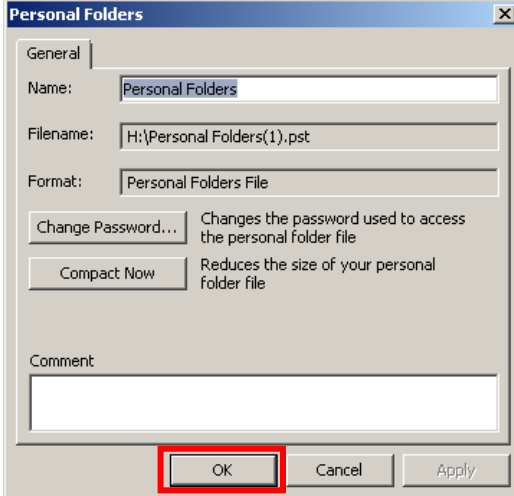
| Steps | Screen |
|---|---|
| <p>4. GO will automatically map most users to their Network Drive/folder that they use at work. However, if your personal Network folder is not available, or you wish to connect to additional folders for common Office Files etc., follow these steps:</p> <ul style="list-style-type: none"> • Select a drive letter that has not been used. (Drive letters A – H are reserved for system mapping and should not be used when mapping additional drives.) • Type in the network path to the drive on the Folder field (the path in the screen on the right, \\dosintus.do-main.state.sbu\tappublic\OfficeShare\$, is only an example). • Check the “Reconnect at logon” box if you want this drive to automatically map every time you are logged into GO. • Then click Finish. |  <p>The screenshot shows the 'Map Network Drive' dialog box. The 'Drive' dropdown is set to 'Z:'. The 'Folder' field contains the network path '\\dosintus.do-main.state.sbu\tappublic\OfficeShare\$'. The 'Reconnect at logon' checkbox is checked. The 'Finish' button is highlighted with a red box.</p> |
| <p>5. Your mapped network drive should now appear under the Network location.</p> |  <p>The screenshot shows the 'Computer' window. The 'Network Location' section is expanded, showing two network drives: 'ChhumCX (\\esocoeentap100\rmuser\$15A44) (...)' and 'software (\\onewashdca01) (Z:)'. The 'software' drive is highlighted with a red box.</p> |

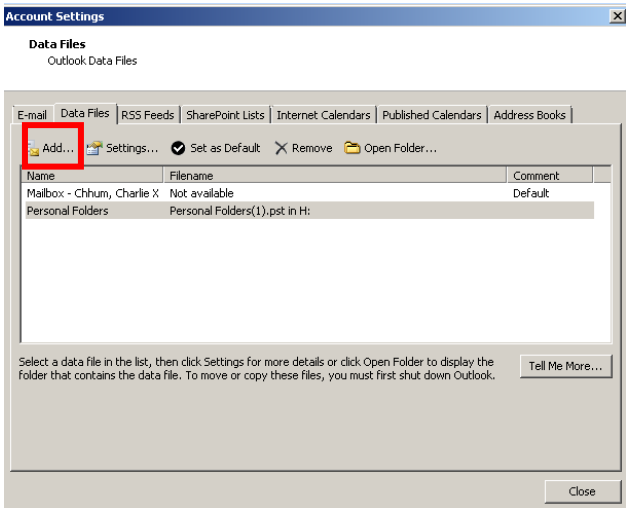
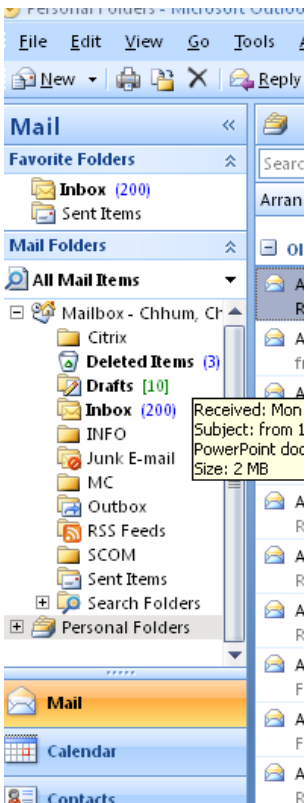
2.7. Connecting to a PST File

In order to connect to a PST file, which is a Personal Folder file (.pst) in Outlook, you should have available the **path** to your **Network folder** *and* the **location** of your **PST files**. The path to your Network folder may be needed if it was not automatically mapped when accessing GO.

Important: Refer to section “2.6 Mapping a Network Drive” above for information on obtaining the drive/network folder path required by using your office Desktop computer. Otherwise contact your system administrator.

| Steps | Screen | | | | |
|---|---|------|----------|----------------------------|---------------|
| <ol style="list-style-type: none"> 1. From your GO Desktop launch Microsoft Outlook. 2. Click on Tools then scroll down and click on Account Settings... |  <p>The screenshot shows the Microsoft Outlook application window. The 'Tools' menu is open, and 'Account Settings...' is highlighted at the bottom of the menu. The left sidebar shows the 'Mail' section with folders like 'Inbox (200)', 'Sent Items', and 'All Mail Items'.</p> | | | | |
| <ol style="list-style-type: none"> 3. From the Account Settings dialog box, click on the Data Files tab and click on Add... |  <p>The screenshot shows the 'Account Settings' dialog box. The 'Data Files' tab is selected. The 'Add...' button is highlighted with a red arrow. Below the button, there is a table with columns 'Name' and 'Filename'.</p> <table border="1" data-bbox="836 1354 1315 1417"> <thead> <tr> <th>Name</th> <th>Filename</th> </tr> </thead> <tbody> <tr> <td>Mailbox - Chhum, Charlie X</td> <td>Not available</td> </tr> </tbody> </table> | Name | Filename | Mailbox - Chhum, Charlie X | Not available |
| Name | Filename | | | | |
| Mailbox - Chhum, Charlie X | Not available | | | | |
| <ol style="list-style-type: none"> 4. Highlight the “Office Outlook Personal Folders Files (.pst)” and click OK to continue. |  <p>The screenshot shows the 'New Outlook Data File' dialog box. The 'Types of storage:' list has 'Office Outlook Personal Folders File (.pst)' highlighted. Below the list is a 'Description' field.</p> <p>Description Provides more storage capacity for items and folders. Supports multilingual Unicode data. Not compatible with Outlook 97, 98, 2000, and 2002.</p> | | | | |

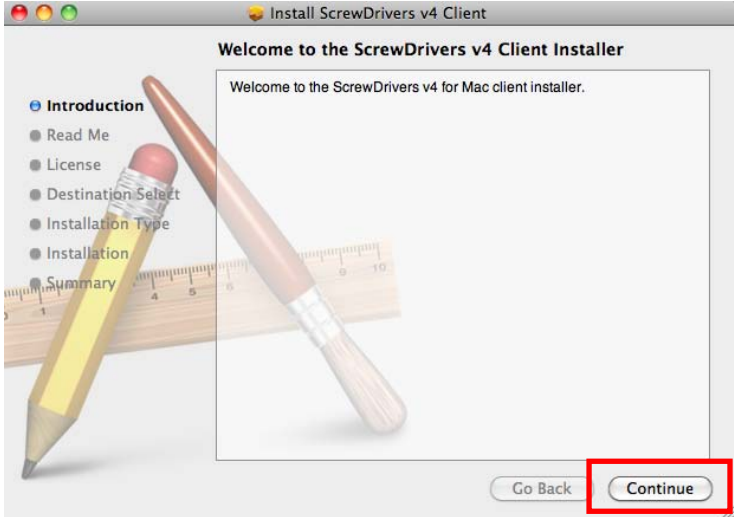
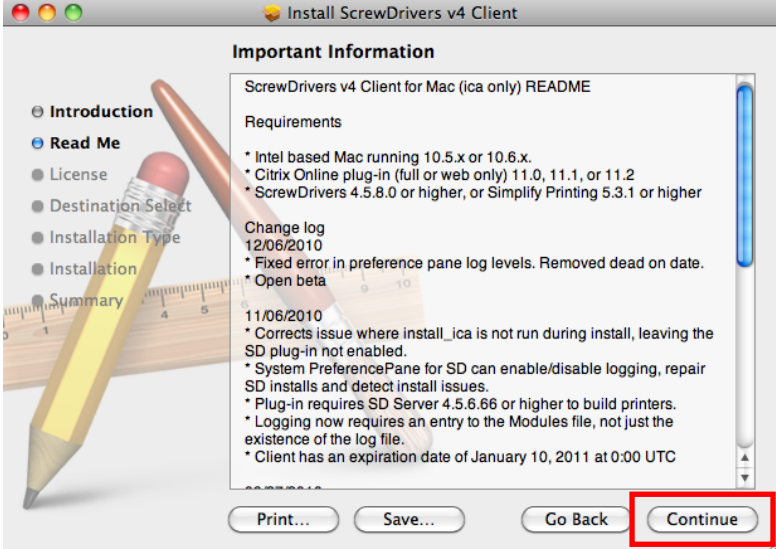
| Steps | Screen |
|---|---|
| <p>5. A “Restrictions” warning box may appear at this point. Ignore this warning and just click OK.</p> |  <p>A dialog box titled "Restrictions" with a red 'X' icon. The text inside says: "This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrator." There is an "OK" button at the bottom right.</p> |
| <p>6. To select an existing PST file from your home drive, scroll down and select your mapped home drive on the left side of the panel. Once your drive is selected, you can see all of your files on the right side of the panel. Highlight and select your PST file and click OK.</p> |  <p>A "Create or Open Outlook Data File" dialog box. The left pane shows "Computer" > "Local Disk (C:)" > "ChhumCX (\\jesocoeentap10...)". The right pane shows a list of files and folders. "Personal Folders(1)" is highlighted with a red box. The "File name" field contains "Personal Folders(1)" and "Save as type" is "Personal Folders Files". The "OK" button is highlighted with a red box.</p> |
| <p>7. Click OK again to accept this PST file. And finally, click Close to exit.</p> |  <p>A "Personal Folders" dialog box. The "General" tab is selected. The "Name" field is "Personal Folders", "Filename" is "H:\Personal Folders(1).pst", and "Format" is "Personal Folders File". There are buttons for "Change Password...", "Compact Now", and a "Comment" text area. The "OK" button is highlighted with a red box.</p> |

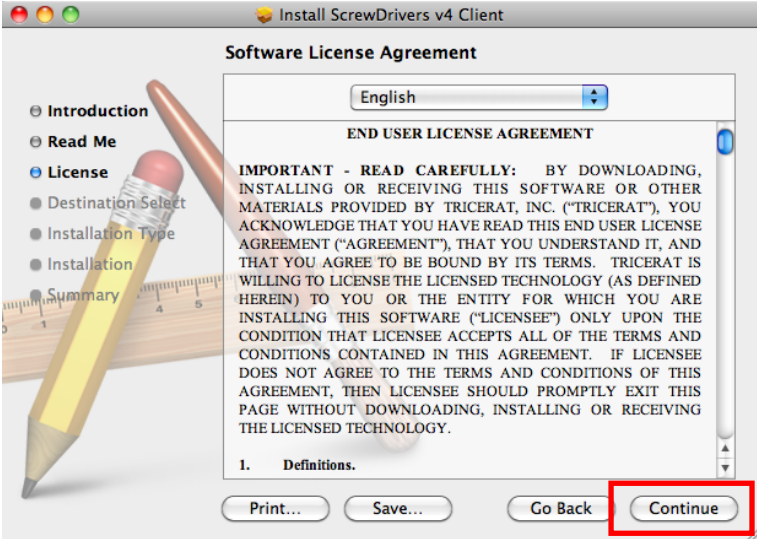
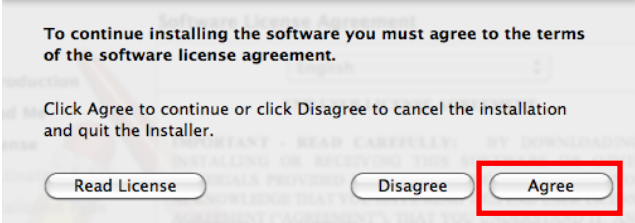
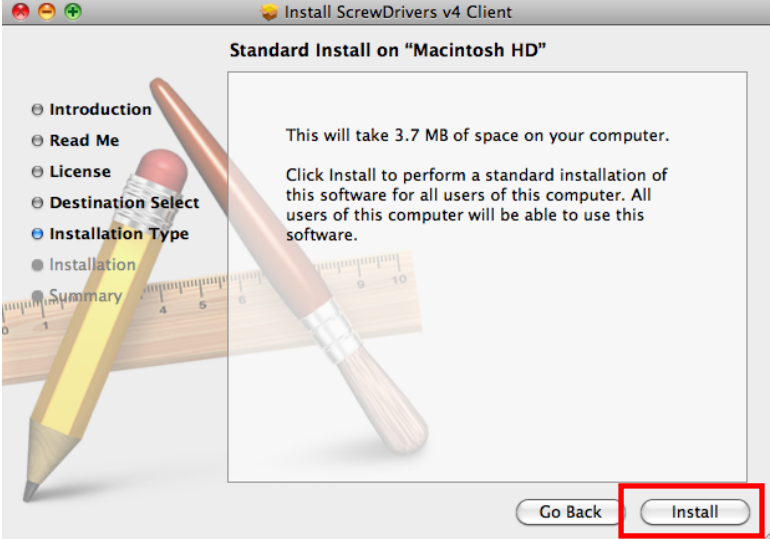
| Steps | Screen | | | | | | | | | |
|---|---|---------|----------|---------|----------------------------|---------------|---------|------------------|-------------------------------|--|
| 8. Click Add again if you want to add an additional PST file, or click Close to go back to Outlook. |  <p>Account Settings Data Files Outlook Data Files</p> <p>E-mail Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Books</p> <p>Add... Settings... <input checked="" type="checkbox"/> Set as Default <input type="checkbox"/> Remove Open Folder...</p> <table><thead><tr><th>Name</th><th>Filename</th><th>Comment</th></tr></thead><tbody><tr><td>Mailbox - Chhum, Charlie X</td><td>Not available</td><td>Default</td></tr><tr><td>Personal Folders</td><td>Personal Folders(1).pst in H:</td><td></td></tr></tbody></table> <p>Select a data file in the list, then click Settings for more details or click Open Folder to display the folder that contains the data file. To move or copy these files, you must first shut down Outlook.</p> <p>Tell Me More... Close</p> | Name | Filename | Comment | Mailbox - Chhum, Charlie X | Not available | Default | Personal Folders | Personal Folders(1).pst in H: | |
| Name | Filename | Comment | | | | | | | | |
| Mailbox - Chhum, Charlie X | Not available | Default | | | | | | | | |
| Personal Folders | Personal Folders(1).pst in H: | | | | | | | | | |
| 9. You should now see your mapped PST file on the Mail Folders in Outlook on the left panel . |  <p>Personal Folders - Microsoft Outlook</p> <p>File Edit View Go Tools</p> <p>New [Icons] Reply</p> <p>Mail</p> <p>Favorite Folders</p> <ul style="list-style-type: none">Inbox (200)Sent Items <p>Mail Folders</p> <p>All Mail Items</p> <ul style="list-style-type: none">Mailbox - Chhum, Ch...CitrixDeleted Items (3)Drafts (10)Inbox (200)INFOJunk E-mailMCOutboxRSS FeedsSCOMSent ItemsSearch FoldersPersonal Folders <p>Received: Mon Subject: from 1 PowerPoint doc Size: 2 MB</p> <p>Mail Calendar Contacts</p> | | | | | | | | | |

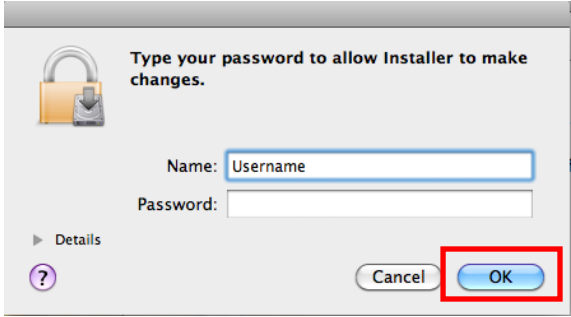
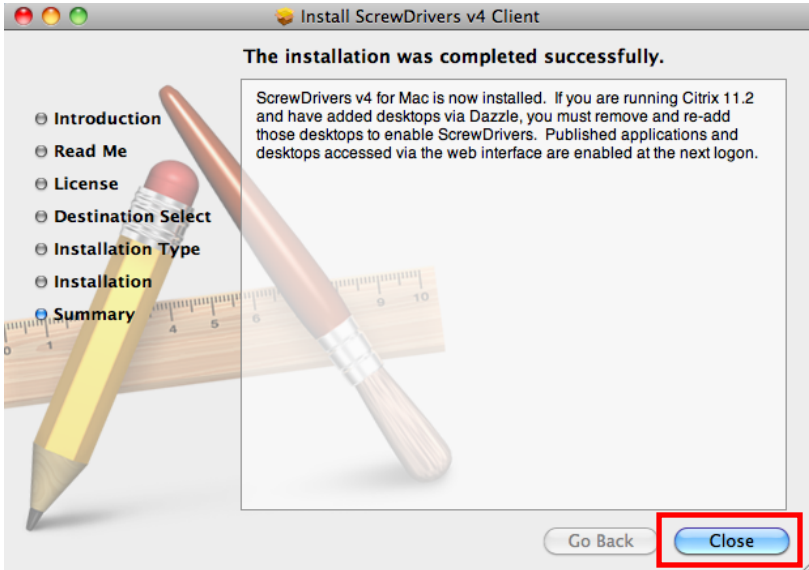
2.8. Install printing software

After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Macintosh computers from the same “Required System Setup” page.

| Steps | Screen |
|--|--|
| <p>1. When you bring up “Required System Setup” from the GO home page (http://GO.State.Gov), click on “Install Printing Software” under the MAC icon.</p> |  |
| <p>2. Double click on the “Double Click to Install” box to install ScrewDrivers v4.</p> |  |

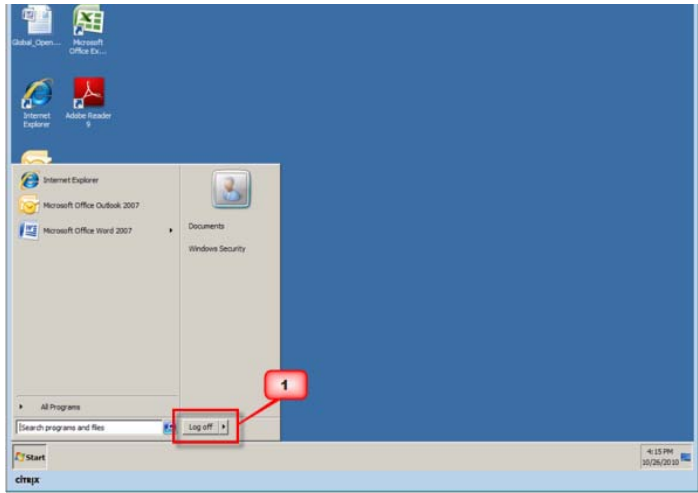

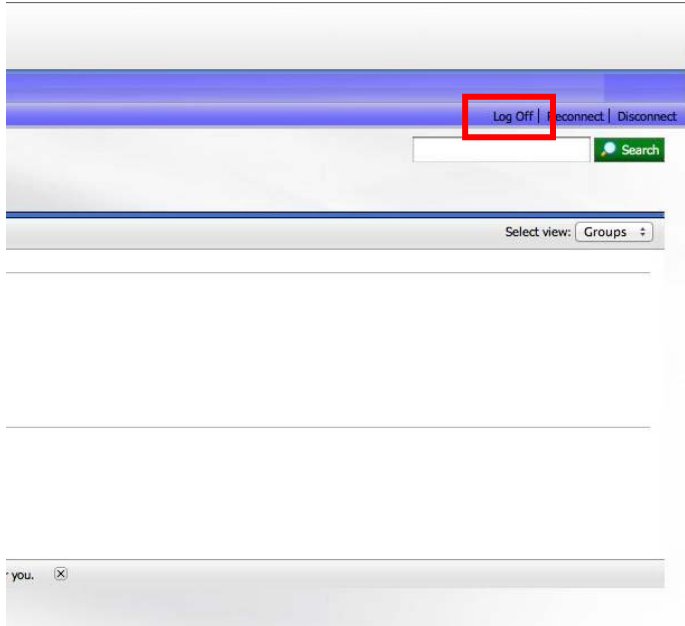
| Steps | Screen |
|---|---|
| <p>3. Click "Continue" to proceed beyond the Introduction window.</p> |  |
| <p>4. Click "Continue" again to proceed beyond the Read Me information window.</p> |  |

| Steps | Screen |
|---|--|
| <p>5. Click "Continue" to proceed beyond the End User License Agreement information.</p> |  |
| <p>6. Select "Agree" to affirm compliance with the license agreement and continue with the installation.</p> |  |
| <p>7. Click on "Install" to proceed with the installation.</p> |  |

| Steps | Screen |
|--|---|
| <p>8. You will be prompted to enter your password to allow the Installer to proceed. Enter password and click "OK."</p> |  |
| <p>9. If successful, the window shown here will display. Click "Close" to complete the installation.</p> |  |

2.9. GO System Log-Off

It is very important to **Log Off** after using the GO system. Otherwise, the session will remain open in the system, tying up servers and blocking access for others, and possibly compromising security. There are **two important steps to complete Log Off**, as shown in **Step 1 and Step 2**, below. **Always “Log Off” using these two steps**, in the order and the manner shown.

| Steps | Screen |
|---|--|
| <p><i>NOTE: It is very important to “log off” properly after using the GO system. Always complete the two following steps: “Log off” through the “Start” menu, as per Step 1, and “Log Off” through the browser, as per Step 2.</i></p> <ol style="list-style-type: none"> First, to log out of the User Desktop, you <i>must</i> use the following method: <ol style="list-style-type: none"> Click on the Log off button in the Start menu (lower left). |  |
| <ol style="list-style-type: none"> Second, to end your remote session, click on “Log Off” on the upper right, as shown in the figure on the right. <div style="border: 2px solid red; padding: 10px; margin-top: 20px; text-align: center;">  <p>Always use “Log Off” to terminate a session.</p> </div> |  |

| Steps | Screen |
|---|--|
| <p>3. The GO Launch screen shown here is displayed after Log Off, which confirms exit from the GO system.</p> | here to continue. Not all functionality may be available.' followed by another horizontal line." data-bbox="428 136 878 358"/> |